detecting activation of an audio access icon of the plurality of icons by the Internet user;

determining an overall type of question associated with the activated audio-access icon from an information content of the web page of the activated audio access icon and from a context of prior interactions between the Internet user and the website;

selecting an agent of the plurality of agents with a best relative ability to answer the determined type of question based upon a skills list for the plurality of agents; and

establishing a voice path using IP telephony between Internet voice plug-ins of the user and the selected agent.

Amend claim 4 to read as follows:

4.   The method as in claim 1 wherein the step of selecting an agent further comprises correlating a training level of each agent of the plurality of agents with the subject matter of each audio-access icon.

Amend claim 5 to read as follows:

5.   The method as in claim 1 wherein the step of establishing a call path between the user and the selected agent further comprises placing an Internet address of the user in a call queue of the the selected agent until the selected agent becomes available.

Amend claim 7 to read as follows:

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7.   The method as in claim 6 further comprising comparing the measured time with a threshold value and overflowing the user to a queue of another agent [group] of the plurality of agents when the measured time exceeds the threshold.

Amend claim 8 to read as follows:

8.   The method as in claim 1 wherein the determination of the type of question further comprises detecting entry of information through a previously visited webpage.

Amend claim 9 to read as follows:

9.   The method as in claim 1 wherein the step of establishing a call path between the user and the agent of the plurality of agents based upon activation of the audio-access icon further comprises transferring an Internet address of the selected agent to the user.

Amend claim 10 to read as follows:

10. The method as in claim 1 wherein the step of establishing a call path between the user and the agent of the plurality of agents based upon activation of the audio-access icon further comprises transferring an Internet address of the user to the selected agent.

Amend claim 15 to read as follows:

15. The method as in claim 11 further comprising transferring the collected information from the user and an

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identifier of the selected agent of the plurality of agents to a database of the web site.

Amend claim 18 to read as follows:

18. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

providing a web site with a plurality of audio access icons and at least some web pages with an audio access icon of the plurality of audio access icons associated with each web page of the at least some web pages;

associating an agent group with a subject matter of each audio-access icon of each of the at least some web pages;

detecting an activation of an audio-access icon of the plurality of icons by the user;

determining a type of problem associated with the activated audio-access icon from the subject matter of the activated audio access icon and from a context of prior interactions between the user and the website;

selecting an agent with a best relative ability to address the problem based upon the determined type of problem and a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the associated agent group.

Amend claim 19 to read as follows:

19. A method of servicing an inquiry from a user through the Internet, such method comprising the steps of:

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providing a web site with a plurality of web pages for access by the user;

providing an audio-access icon on at least some web pages of the web site;

associating an agent group with the at least some web pages;

detecting activation by the user of an audio access icon provided on the at least some web pages;

determining a type of problem associated with the activated audio-access icon from an information content of the web page of the activated audio access icon and from a context of prior interactions between the user and the website;

selecting an agent with a best relative ability to address the determined type of problem based upon a skills list for the agent group; and

providing an call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the associated agent group.

Amend claim 20 to read as follows:

20. Apparatus for establishing an audio call path between an Internet user accessing a web site and an agent of a plurality of agents associated with the web site, such apparatus comprising:

means for providing a web site with a plurality of audio access icons each disposed on a respective web page of the web site;

means for detecting activation of an audio access icon of the plurality of icons by the Internet user;

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means for determining a type of problem associated with the activated audio-access icon from an information content of the web page of the activated audio access icon and from a context of prior interactions between the user and the website;

means for selecting an agent with a best relative ability to address the determined type of problem based upon a skills list for the plurality of agents; and

means for establishing a call path using IP telephony between Internet voice plug-ins of the user and the selected agent of the plurality of agents.

Amend claim 23 to read as follows:

23. The apparatus as in claim 22 wherein the means for selecting an agent further comprises means for correlating a training level of each agent of the plurality of agents with the subject matter of each audio-access icon.

Amend claim 24 to read as follows:

24. The apparatus as in claim 1 wherein the means for establishing a call path between the user and the selected agent further comprises means for placing an Internet address of the user in a call queue of the the selected agent until the selected agent becomes available.

Amend claim 26 to read as follows:

26. The apparatus as in claim 25 further comprising means for comparing the measured time with a threshold value and overflowing the user to a queue of another agent of the

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plurality of agents when the measured time exceeds the threshold.

Amend claim 27 to read as follows:

27. The apparatus as in claim 19 wherein the means for determining a type of question further comprises means for detecting entry of information through a previously visited webpage.

Amend claim 28 to read as follows:

28. The apparatus as in claim 19 wherein the means for establishing a call path between the user and the agent of the plurality of agents based upon activation of the audio-access icon further comprises means for transferring an Internet address of the selected agent to the user.

Amend claim 29 to read as follows:

29. The apparatus as in claim 19 wherein the means for establishing an call path between the user and an agent of the plurality of agents based upon activation of a audio-access icon further comprises means for transferring an Internet address of the user to the selected agent.

Amend claim 34 to read as follows:

34. The apparatus as in claim 30 further comprising means for transferring the collected information and an identifier of the selected agent to a database of the web site.

Amend claim 37 to read as follows:

37. Apparatus for establishing an audio call path between
an Internet user accessing a web site and an agent of a
plurality of agents associated with the web site, such
apparatus comprising:

    a web site with a plurality of audio access icons and
a plurality of agent groups;

    a call distribution controller operably coupled to the
web site which associates an agent group of the plurality
of agent groups with a subject matter of each audio-access
icon of the web site;

    detecting activation of an audio access icon of the
plurality of icons by the Internet user;

    determining a type of problem associated with the
activated audio-access icon from an information content of
the respective web page of the activated audio access icon
and from a context of prior interactions between the
Internet user and the website;

    selecting an agent of the agent group associated with
the activated icon with a best relative ability to address
the problem based upon the determined type of problem and a
skills list for the agent group; and

    a local area network which establishes a call path
using IP telephony between Internet voice plug-ins of the
user and the selected agent of the associated agent group.

REMARKS

1. Reconsideration and further prosecution of the above-
identified application are respectfully requested in view
of the amendments and discussion that follows. Claims 1-55

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